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Audit Findings (continued)

- Fixed Asset: trailer mounted boom, that was not capitalized (Finding 8)
- Hansen Access Control Groups (Finding 9)

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Questions

Auditor: Nancy Beaty

Neighborhood Services:

Steve Harsin, Director

Lisa Morris Hibbler, Deputy Director

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Audit of Planning & Development Case Planning Division

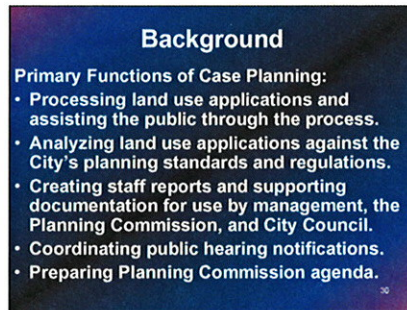
CAO 0701-0910-04
September 23, 2009

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Submitted At Meeting

Date 10-15-09 Item 11

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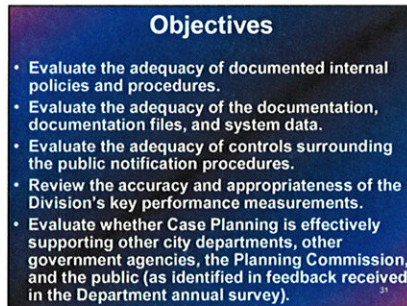
Background

Primary Functions of Case Planning:

- Processing land use applications and assisting the public through the process.
- Analyzing land use applications against the City's planning standards and regulations.
- Creating staff reports and supporting documentation for use by management, the Planning Commission, and City Council.
- Coordinating public hearing notifications.
- Preparing Planning Commission agenda.

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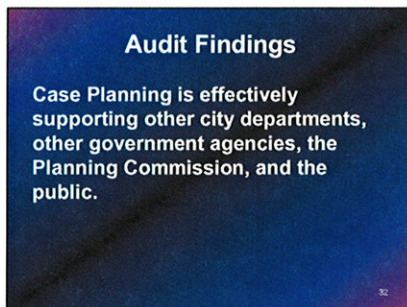


Objectives

- Evaluate the adequacy of documented internal policies and procedures.
- Evaluate the adequacy of the documentation, documentation files, and system data.
- Evaluate the adequacy of controls surrounding the public notification procedures.
- Review the accuracy and appropriateness of the Division's key performance measurements.
- Evaluate whether Case Planning is effectively supporting other city departments, other government agencies, the Planning Commission, and the public (as identified in feedback received in the Department annual survey).

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Audit Findings

Case Planning is effectively supporting other city departments, other government agencies, the Planning Commission, and the public.

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Audit Findings (continued)

- Need for improved standard operating procedures (Finding 1)
- Need for less redundancy in staff reports and less duplication of supporting documentation (Finding 2)
- Need for increased distribution of documentation electronically (Finding 3)
- Need for creation and implementation of formalized procedures for reviewing compliance of the paper documentation files with the document retention policy once final action has been taken (Finding 4)

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Audit Findings (continued)

- Certain system data fields are being used incorrectly and there is a need for management reports for monitoring compliance with the public notification procedures (Finding 5)
- Need for improved key performance measurements (Finding 6)
- Enhancements are needed in how customer feedback is obtained and evaluated (Finding 7)

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QUESTIONS

Auditor: Bryan Smith

Representatives from
Planning & Development:

- Margo Wheeler, Director
- Doug Rankin, Manager

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